

Department of Motor Vehicles

Preferred Services Report for May 2009

Individual Customers

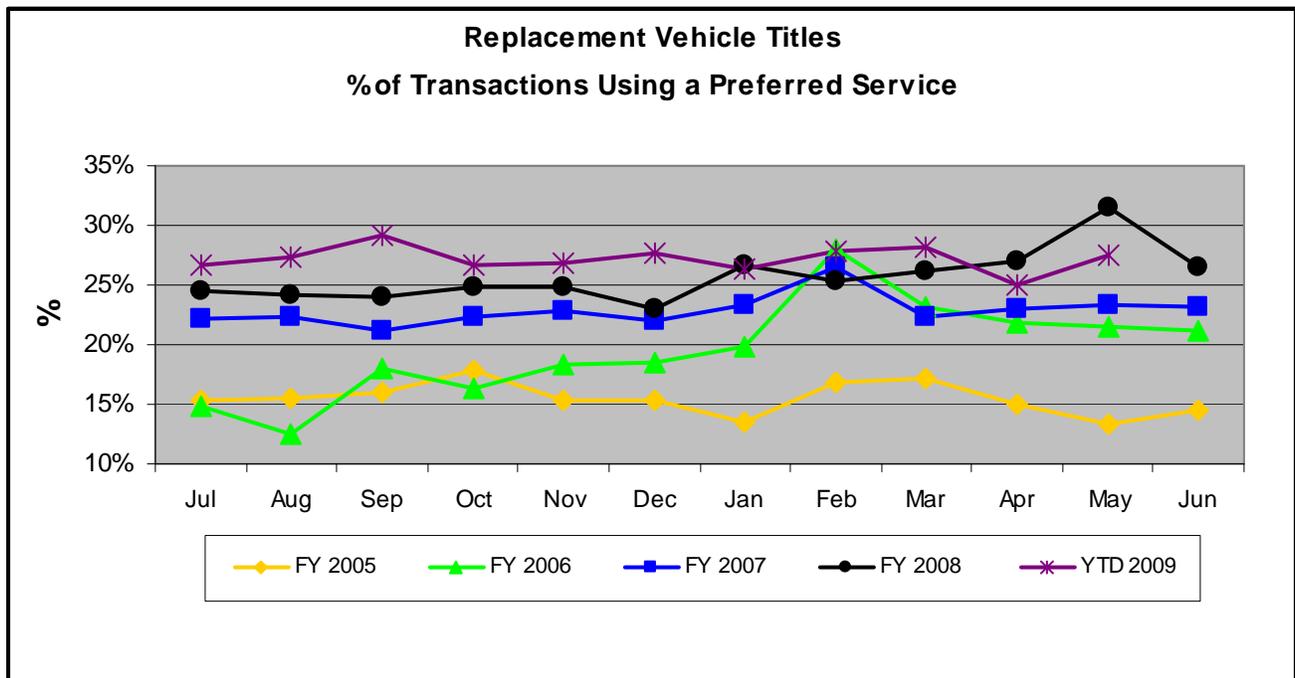
Replacement Vehicle Title Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	9,893	100.0%	11,487	100.0%
CSCs	7,167	72.4%	7,877	68.6%
Preferred Services:	2,726	27.6%	3,610	31.4%
Mail-In	379	3.8%	1,619	14.1%
Internet*	517	5.2%	488	4.2%
DMV Direct	6	0.1%	5	0.0%
DMV Select	1,824	18.4%	1,498	13.0%

Source: Statistical Repository

* GATARS transactions are included in the Internet numbers.

Preferred service usage decreased by 12.1% when comparing May 2008 to May 2009. As shown in the graph below, the percentage of transactions conducted through preferred services for most months of FY 2009 were greater than the same months for the previous four fiscal years.



Department of Motor Vehicles

Preferred Services Report for May 2009

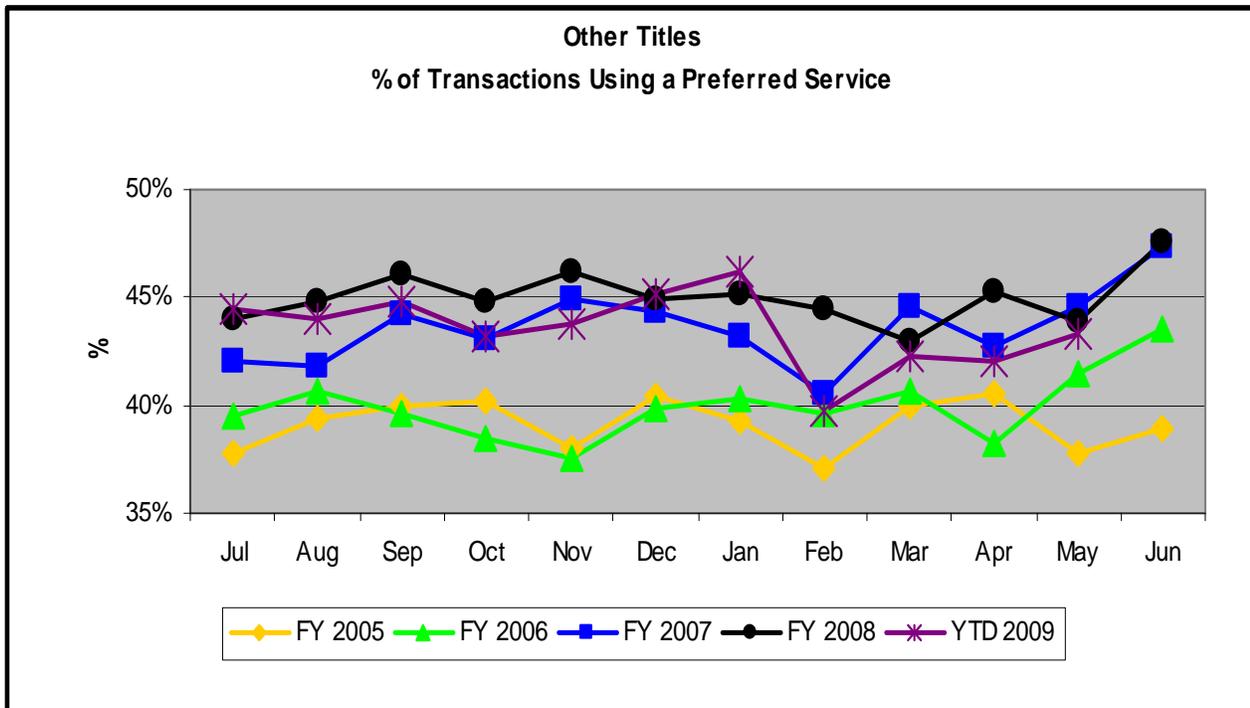
Other Vehicle Title Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	161,907	100.0%	189,989	100.0%
CSCs	91,764	56.7%	106,436	56.0%
Preferred Services:	70,143	43.3%	83,553	44.0%
Mail-In	3,109	1.9%	8,379	4.4%
GATARS	102	0.1%	157	0.1%
On-Line Dealer	42,304	26.1%	50,435	26.5%
DMV Select	24,628	15.2%	24,582	12.9%

Source: Statistical Repository

* Consists of original, transfer, supplemental, substitute, repossessed, and salvage titles.

Preferred service usage decreased by 1.6% when comparing May 2008 to May 2009. Between February and May of 2009, the percentage of transactions for preferred services has been lower than the prior two fiscal years.



Department of Motor Vehicles

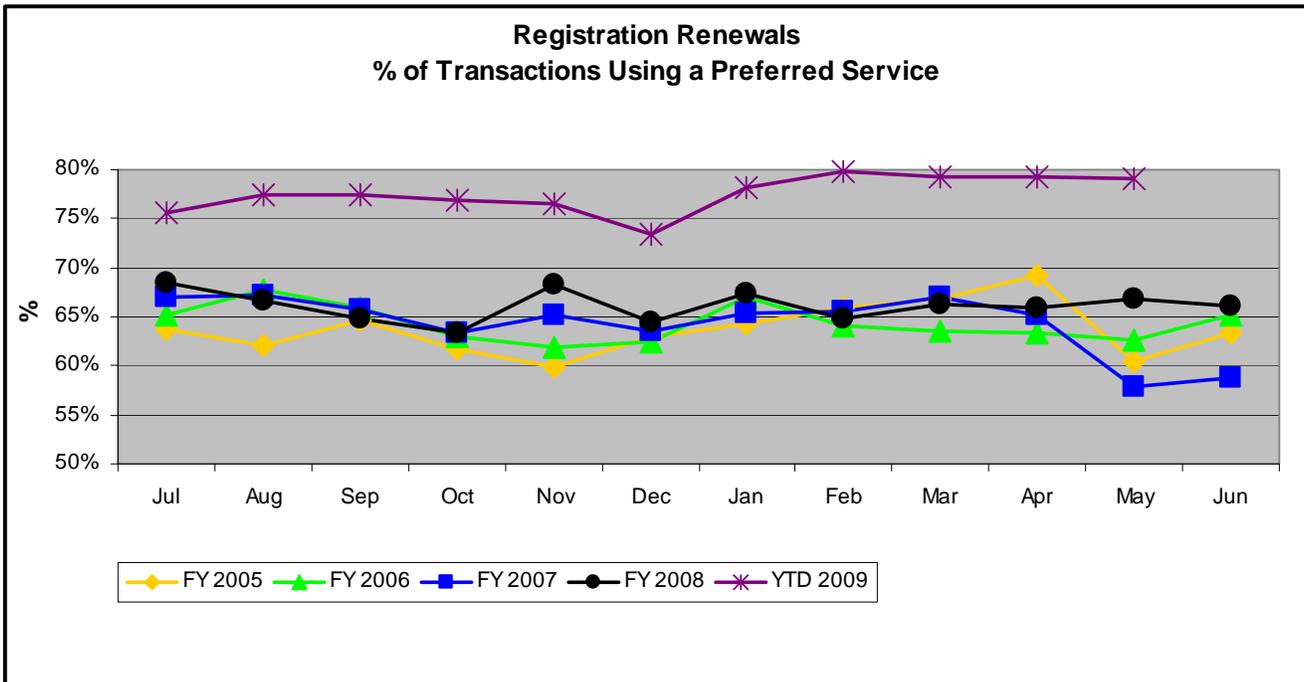
Preferred Services Report for May 2009

Registration Renewal Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	423,707	100.0%	409,530	100.0%
CSCs	88,303	20.8%	135,976	33.2%
Preferred Services:	335,404	79.2%	273,554	66.8%
Mail-In	171,811	40.5%	153,209	37.4%
Internet	123,910	29.2%	85,284	20.8%
On-Line Dealer	2,462	0.6%	2,716	0.7%
DMV Direct	9,422	2.2%	6,754	1.6%
DMV Select	27,799	6.6%	24,326	5.9%
Cyber Sites	0	0.0%	1,265	0.3%

Source: Statistical Repository

Preferred service usage increased by 18.6% when comparing May 2008 to May 2009. One key reason is the increase in the percent of the total transactions conducted through the Internet from 20.8% in May 2008 to 29.2% in May 2009. The increase in Internet usage continues to be attributed to the mandate of SB116 which makes the Internet a less expensive option than using a CSC. As shown in the following graph, the percentage of transactions that customers conducted by preferred services for FY 2009 has remained higher than the past four fiscal years.



Department of Motor Vehicles

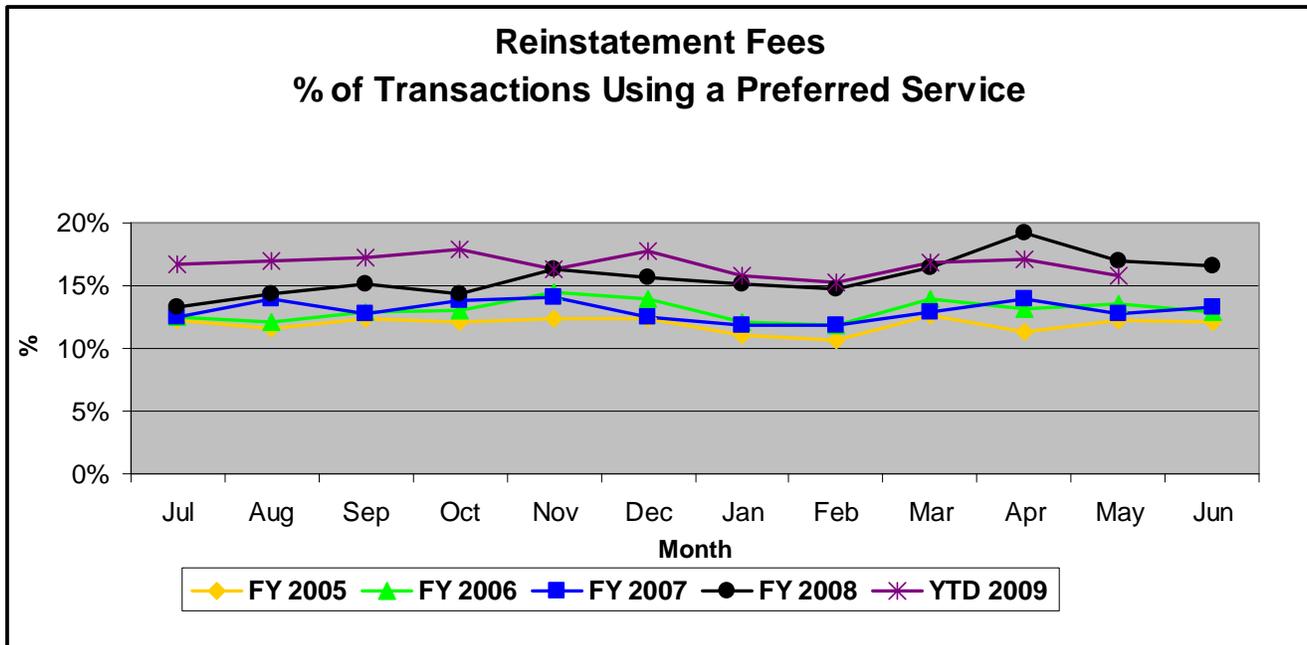
Preferred Services Report for May 2009

Reinstatement Fee Volumes by Service Option

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	17696	100.0%	19,031	100.0%
CSCs	14,898	84.2%	15,812	83.1%
Preferred Services:	2,798	15.8%	3,219	16.9%
DMV Direct	2235	12.6%	2,682	14.1%
Internet	222	1.3%	194	1.0%
Mail In	311	1.8%	323	1.7%
Weigh Station	30	0.2%	20	0.1%

Source: Statistical Repository

Preferred service usage decreased by 6.5% when comparing May 2008 to May 2009. During this timeframe, the DMV Direct option declined in its percentage of total transactions, leading to the overall lower preferred service usage. As shown below, the percentage of transactions using a preferred service is higher for May 2009 than the same months for FYs 2005 through 2007.



Department of Motor Vehicles

Preferred Services Report for May 2009

Business Customers

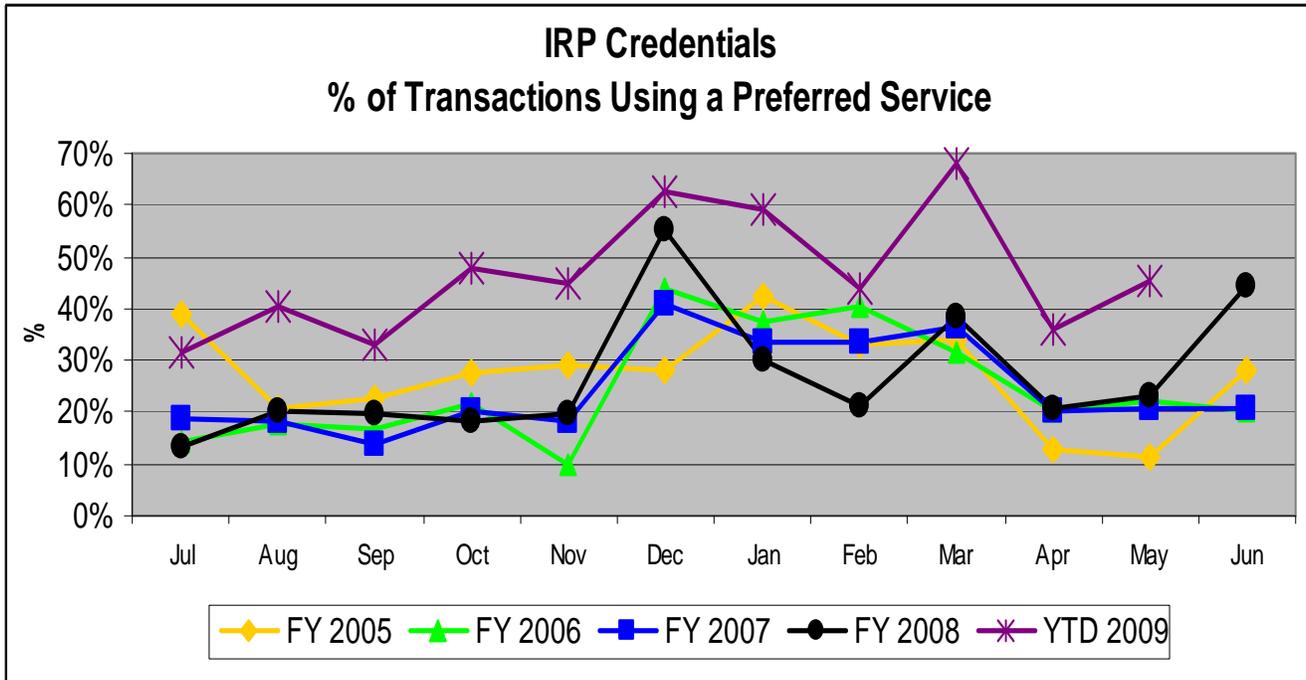
IRP Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions	Percent of Total	Number of Transactions	Percent of Total
Total	2,670	100.0%	3,206	100.0%
CSCs	1,455	54.5%	2,455	76.6%
Preferred Services:	1,215	45.5%	751	23.4%
Mail-In/Fax	415	15.5%	337	10.5%
WebCAT	800	30.0%	414	12.9%

Source: VISTA/RS

* IRP transaction numbers reflect where transactions originated.

Preferred service usage increased by 94.4% when comparing May 2008 to May 2009. WebCAT has shown the largest increase in its percentage of total transactions from 12.9% in May 2008 to 30% in May 2009. As indicated in the graph below, the percentage of transactions conducted through preferred services remains higher than the past four years. DMV's promotion to carriers about the faster service through WebCAT and the Mail-In/Fax options is a key reason for the increased usage in preferred services.



Department of Motor Vehicles

Preferred Services Report for May 2009

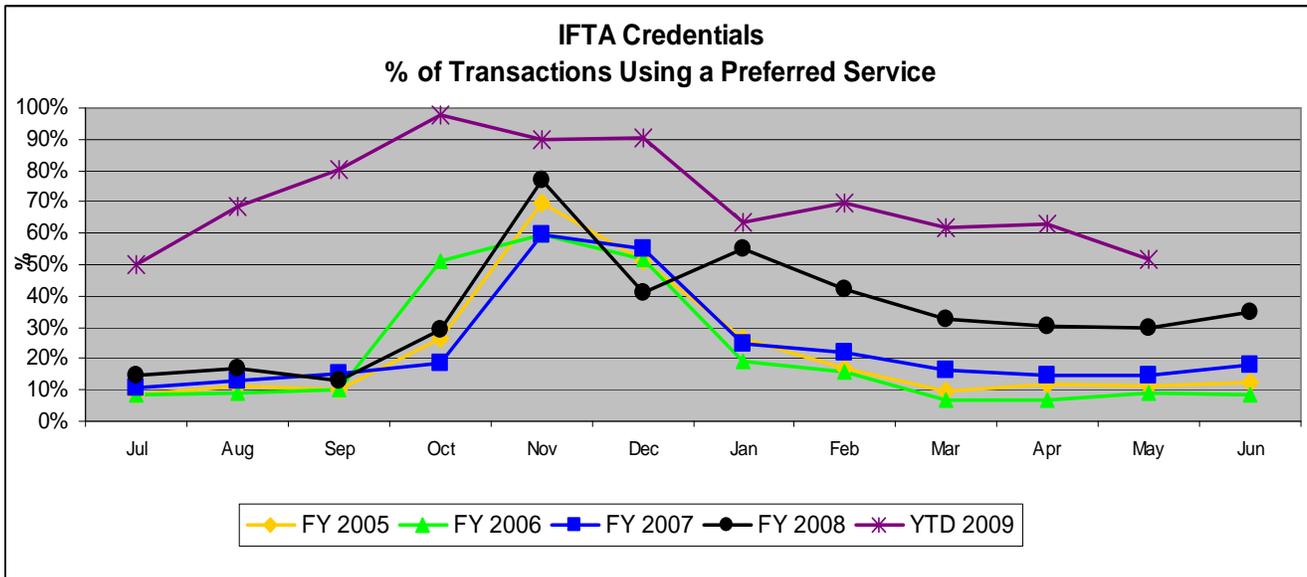
IFTA Transaction Volumes by Service Option*

	This Month		Same Month Last Year	
	Number of Transactions*	Percent of Total	Number of Transactions	Percent of Total
Total	257	100.0%	310	100.0%
CSCs	124	48.2%	217	70.0%
Preferred Services:	133	51.8%	93	30.0%
Mail-In/Fax	103	40.1%	80	25.8%
WebCAT	30	11.7%	13	4.2%

Source: VISTA/TS and Motor Carrier Log

* IFTA numbers reflect where transactions originated. Includes IFTA credentials only and does not include IFTA tax transactions.

Preferred service usage increased by 72.7% when comparing May 2008 to May 2009. The percentage of total transactions for Mail-in/Fax jumped from 25.8% in May 2008 to 40.1% in May 2009. As shown in the graph below, the percentage of IFTA transactions conducted through preferred services was higher than the same months for each of the last four fiscal years. DMV's promotion to carriers about the faster service through WebCAT and the Mail-In/Fax options is a key reason for the increased usage in preferred services.



* Note: the use of Motor Carrier Logs to report transactions was used in November 2008 through May 2009.

Department of Motor Vehicles

Preferred Services Report for May 2009

DMV's Promotion of Preferred Services

Quotes from Customers Who Recently Completed DMV Transactions On-Line

- **Vehicle:** Always a pleasure to use your systems! (5/31/2009 6:51:43 PM)
- **Driver:** Very easy to use and very clear. How easy to renew a license! Thanks. (5/17/2009 4:50:45 PM)
- **General:** It was easy to renew my handicapped placard. Thanks! (5/17/2009 5:17:04 PM)
- **PIN:** Loved the new way to renew my license! I can do my business on my schedule and not have to fit it into the DMV's hours. Besides, I liked my last picture, so I get to keep it and not 'take my chances'. Thanks for the excellent efforts made to make this site work. (5/9/2009 11:45:19 AM)
- **Plate:** Hard to locate the regular plate ordering process - I'm switching to. Otherwise, pretty easy to use and order. (5/17/2009 9:00:36 PM)